

# Effective Communication in the Workplace



How well do you communicate???

# Objectives

- \* Identify three types of communication
- \* Examine barriers to effective communication
- \* Discuss three dimensions to any communication
- \* Explain the importance of listening in the communication process

# Communication

The act of transferring information from one place to another through verbal, non-verbal, or written means.



# Verbal Communication

Everything we say has at least 3 messages:

- \* What we said
- \* What we meant
- \* What the other person understood

# Non-verbal Communication

- \* Facial expressions
- \* Gestures displayed through body language
- \* Eye contact/gaze

# Written Communication

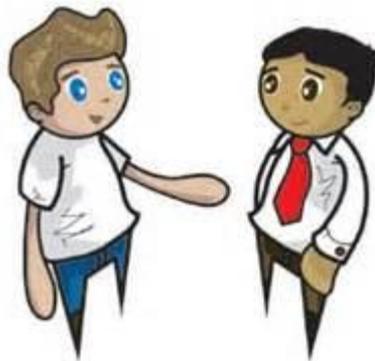
- \* Must be clear and concise to be effective
- \* Pay attention to spelling, grammar, punctuation

# Key Concepts of Communication

- \* Communication between two people consists of transmitting and receiving.
- \* What I say is not necessarily what you hear.
- \* You must be “multi-lingual;” Communicating across many culture, gender, and social barriers.

# For communication to be effective:

Both parties must be willing to exchange information and ideas.....



# Purposes of Communication

- \* Inform
- \* Request
- \* Persuade
- \* Ensure understanding
- \* Acknowledge, support and encourage
- \* Convey feelings, opinions and ideas

# Components of Communication

- \* Individual sending the message
- \* Context of the message
- \* Individual receiving the message
- \* Delivery method
- \* Content of the message

# Communication Characteristics

- \* Language (the words we use)
- \* Paralanguage (how we sound- tone, pitch, volume, speed)
- \* Body Language (posture, gesture, eye contact)

# Characteristics

- \* Successful communication is clear, direct, two-way
- \* There is a match between the words, tone, and behavior

# Barriers to Communication

- \* Language Barriers (use of jargon, use of words the listener doesn't understand)
- \* Physical Barriers (closed doors, unable to see the non-verbal cues, gestures, body language)
- \* Psychological/Emotional Barriers (stress, anger, and fear can make it difficult to hear outside of one's self)
- \* Cultural Barriers (ethnic, religious, social differences)



# Misuses of Communication

People Misuse Communication By:

- \* Withholding information
- \* Demanding information
- \* Giving incomplete or wrong information

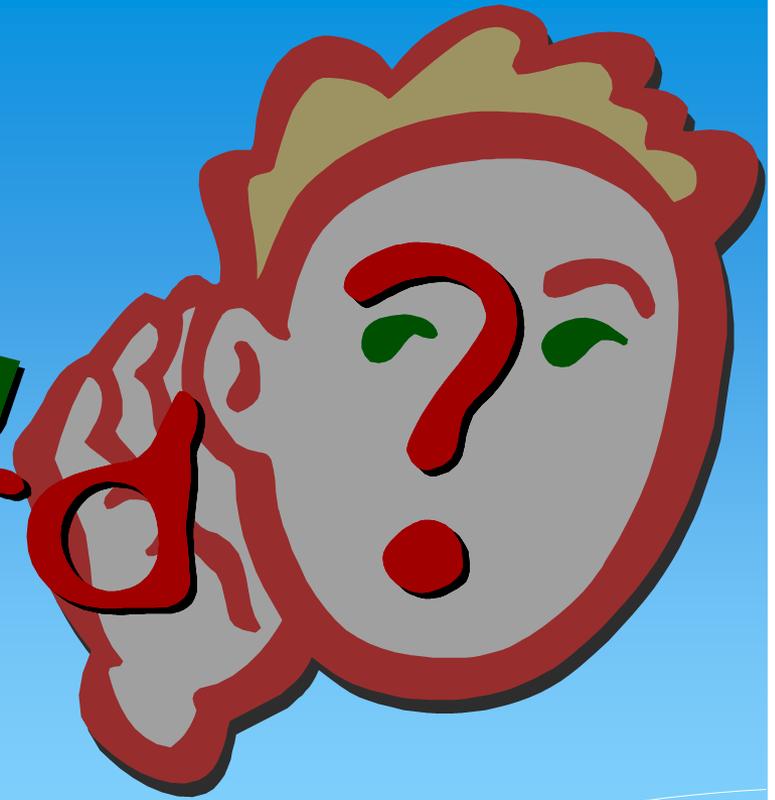


# How can we improve communication?

- \* Check our perceptions
- \* Ask questions to clarify understanding
- \* Be aware of personal bias and values



Have You  
Heard



Listening  
and  
Responding!!!!

# Key Concepts

There are three dimensions to any communications:

- \* Content
- \* Feeling
- \* Meaning

Active Listening hears all the messages.



# Listening



Listening is the key to all effective communication.  
Without the ability to listen effectively:

- Messages are easily misunderstood
- Communication breaks down
- Sender of the message can easily become frustrated or irritated

# Hearing –vs- Listening

*Hearing* is a physiological process involving sound transmission through the ears.

*Listening* is a psychological process that requires focus. Listening means paying attention to not only what is being said, but how the information is told, the use of language and voice, and how the other person uses his or her body.

# Effective Listening

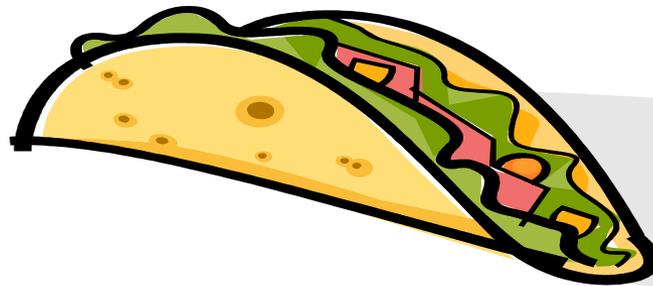
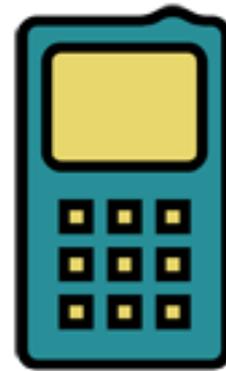
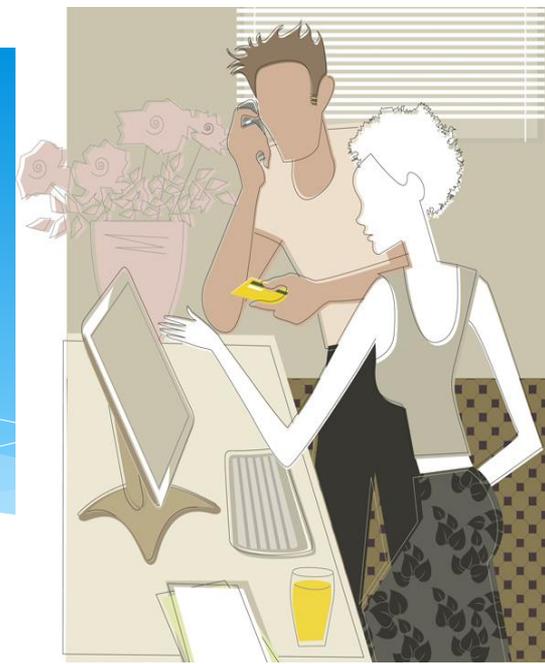
Effective listening is:

- \* Actively absorbing the information given to you by a speaker (Focus)
- \* Showing that you are listening and interested (Attend)
- \* Keeping an open mind to what is being said (Receive)
- \* Providing feedback to the speaker so that he or she knows the message was received (Respond).

# STEP # 1

## FOCUS

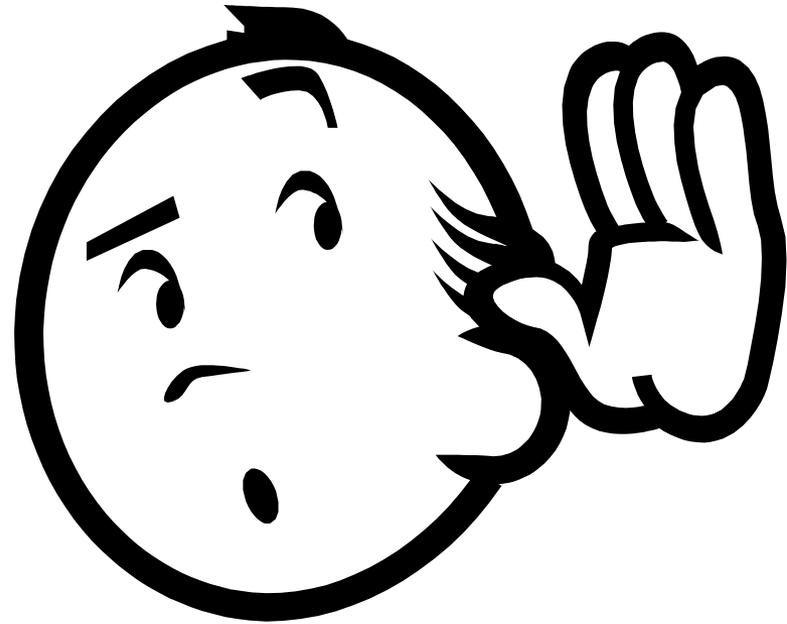
- \* Eliminate distractions
- \* Refrain from other activity
- \* Face the person squarely – eye level
- \* REMEMBER- every person is unique and has an important message.



# STEP #2

## ATTEND

- \* Listen to words, but more importantly, the meaning of the message.
- \* Watch, listen—what is the sense of non-verbal messages?
- \* Sense the emotional part of the message along with the content



# STEP #3

## RECEIVE

- \* Remain open to the message
- \* Allow the message to “sink in”. What is the meaning?
- \* Take notes.
- \* What feelings and values does the message generate within you?



# STEP #4

## RESPOND

- \* Let the sender know you have received the message
- \* Ask for clarification
- \* Consider alternatives before responding

### CONSIDER

- \* What form will your response take? Questioning?
- \* Interpreting?
- \* Judging?
- \* Supporting?
- \* Changing the subject?
- \* What part of the message will you respond to?  
Content... Feeling... Meaning



# Listen on Three Fronts....

- \* Content
- \* Feeling
- \* Meaning



# CONTENT!

Listen for the information, facts or statements being made.

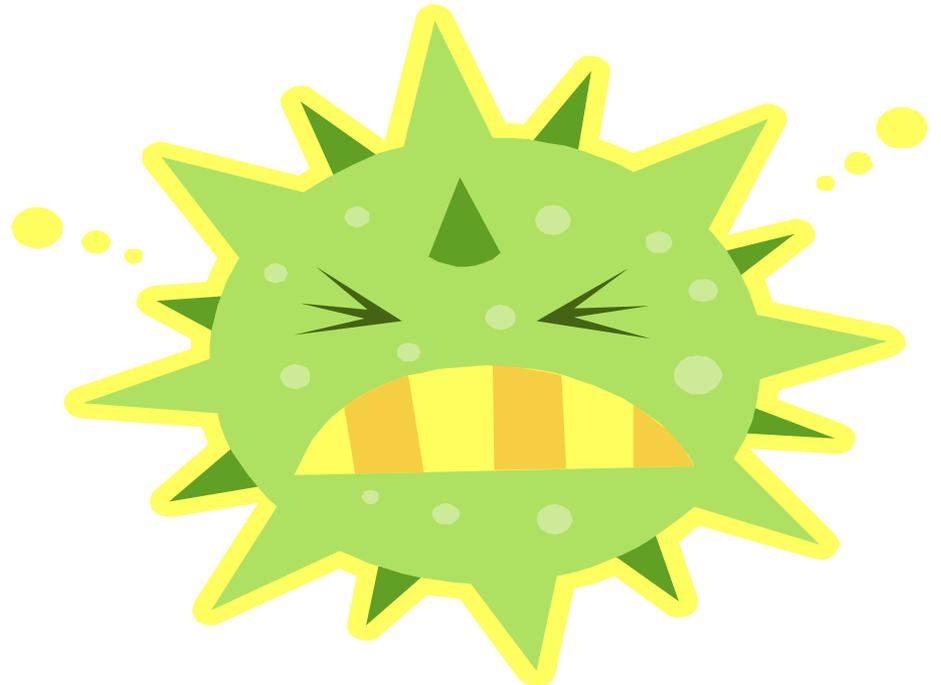
“Your conclusions are well thought out.”



# FEELINGS!

Listen for the emotional or affective piece carried along with the message.

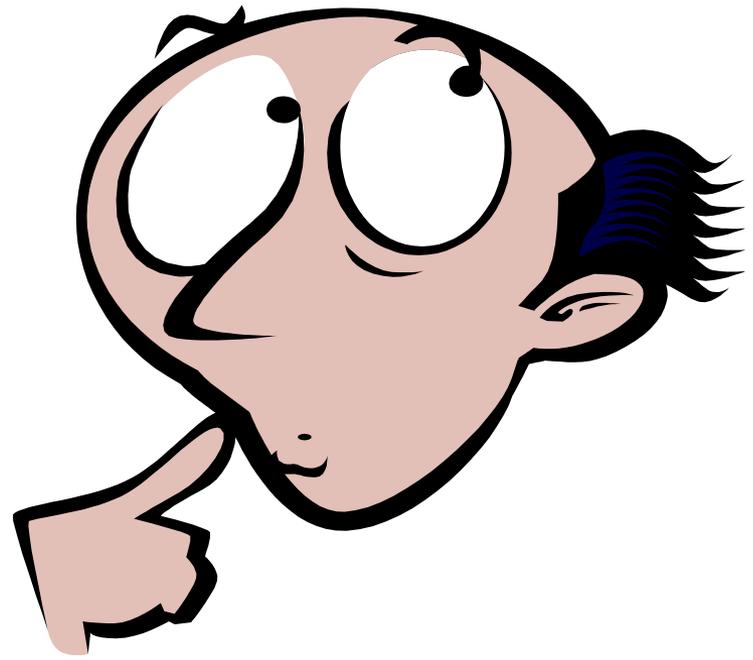
“That must have been difficult for you.”



# MEANING!

Listen for the meaning or the purpose of the message.

“So what do you want to see happen?”



# Improving Communication Skills

To communicate effectively, you need to be aware of and in control of your own emotions.

Learn how to manage stress (recognize when you are becoming stressed)

Stay calm under pressure (take a moment to calm down if needed before continuing conversation – take deep breaths, relax muscles)

Be willing to compromise and willing to agree to disagree if necessary. Take time away from the situation so everyone can calm down.

# Improving Communication Skills (continued)

- \* Stop talking and Listen - Never talk over or interrupt people
- \* Empathize – try to understand the other persons point of view
- \* Be patient
- \* Try to be impartial



# Communication

- \* Communication between two people consists of transmitting and receiving. If both parties are performing both tasks effectively, there is good communication. This sounds very simple, but in reality it is difficult for most people to achieve.
- \* Most of us need help in communicating effectively.

**Communication** is a skill that you can learn. It's like riding a bicycle or typing. If you're willing to work at it, you can rapidly improve the quality of every part of your life.



-Brian Tracy